



# JOB DESCRIPTION

College Receptionist

WALTHAM FOREST COLLEGE



## **JOB DESCRIPTION AND PERSON SPECIFICATION**

<b>POST:</b>	<b>College Receptionist</b>
<b>REPORTING TO:</b>	<b>Head of Learner Services &amp; Careers</b>
<b>HOURS:</b>	<b>36</b>
<b>GRADE:</b>	<b>14-18</b>

### **KEY RESPONSIBILITIES**

1. The purpose of this role is to support the delivery of the day to day business operations of the Learner Services Department and deliver a high quality front of house reception service to staff, students and visitors of the College.

### **MAIN RESPONSIBILITIES**

1. Ensure the delivery of the day-to-day administrative tasks and duties linked to the Reception desk, which contributes positively to the learner and visitor experience.
2. To promote a professional, customer focused front of house service to all stakeholders.
3. Promote the highest possible standards in customer care, equal opportunities and health and safety practices for the benefit of learners and the wider community served by the College.
4. Safeguard and promote the welfare of children, young people and vulnerable adults served by the College

### **GENERAL**

1. Promotes and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults.
2. To operate in a welcoming focal point of the College and provide a high-quality service welcoming staff, students and visitors into the College environment.
3. To sign in visitors in line with College procedures and adhere to strict visitor code of conduct.
4. Respond to all forms of enquiries and support the administrative duties linked to the Learner Services department.
5. Operate the switchboard and receive incoming phone calls/queries from learners, parents and stakeholders
6. Support the delivery of the enrolment service and demonstrate flexibility when required, during peak periods based on business demands.
7. To ensure that all work carried out meets with departmental quality and service standards.

8. To operate the ID card system and general admin duties linked to Learner Services.
9. To contribute to College initiatives such as enrolment and other recruitment events.
10. To undertake the role of Fire Marshal and assist in the safe evacuation of learners, staff and members of the public from College buildings.
11. To provide assistance and cover for colleagues as necessary and any other duties that may commensurate with the role.

## PERSON SPECIFICATION

We need you to use the application form to demonstrate your capabilities in relation to each of the criteria listed below (addressing each point in order).

	<b>Criteria</b>	<b>Essential/Desirable</b>
<b>Qualifications (Educational and Vocational)</b>	Good general education up to level 2 (including Maths & English)	E
	Willing to participate in and undertake training as necessary	E
	Undertaken 'customer care' training	E
<b>Previous experience/job knowledge</b>	Recent experience of working in a busy office environment	D
	Experience of working as an administrator	D
	Experience of using computer packages ie Microsoft suite, E-mail, Internet	E
	Experience of working in a client-centred environment	E
	Experience of working in an 'advisory' capacity	D
	Experience of working in a role with numerical involvement	D
<b>Skills (Competencies and Aptitudes)</b>	Ability to work unsupervised and use initiative	E
	Ability to work with attention to detail and to adopt a meticulous approach	E
	To possess excellent written and verbal communication skills	E
	To possess excellent numerical skills/understanding	E
	To be able to understand and use a variety of current computer packages and databases	E
	Ability to organise and prioritise workloads	E
	Ability to deal with situations sensitively and with empathy	E
	Ability to contribute to maintaining a customer focused service	E
	Ability to work as a team	E

<b>Other factors/ additional requirements</b>	Flexible approach to working hours and arrangements	E
	To possess an approachable nature, tact and diplomacy	E
	To be able to work effectively under pressure	E
	Possession of good inter-personal skills	E
	Commitment to working in a diverse and multi-ethnic environment	E
	Commitment to equality of opportunity	E